



Printable Confirmation for Online Service Request

Your Online Service Request has been submitted and is currently being processed. Use your browser print function to print this page.

Emails from PlayStation Consumer Services

You will receive two emails from PlayStation Consumer Services within 24-48 hours:

1. Automated Confirmation

The first email will be an automated confirmation that your Online Service Request has been successfully submitted.

2. Packaging & Mailing Instructions

Once your request has been processed, you will receive a second email. This email will include specific instructions on where to send your system and how to package it. Please do NOT send in your system until you have received this email.

Note: Both emails will be sent from "no_reply@playstation.sony.com" with a subject of "PlayStation Information You Requested". If you do not receive both emails after 24 hours, check your bulk and junk folders. If you still have not received the emails after 48 hours, please contact [Consumer Services](#).

Service Request Number:	W-1000176268
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System Type:	PS3
Model:	CE347335902
Serial Number:	CECHB01(20GB)
Purchase Date:	12/01/2007
Service Cost:	\$ 149.00
Tax:	\$ 12.81
Total Cost:	\$ 161.81
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Issue:	Game/Media will not load/play
Comments:	I get error 80010514 when trying to play discs, when the discs load at all (which is not often). Just started today. NOTE: my PS3 has a 60GB drive in it now!
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Customer Name:	Chris Nandor
Shipping Address:	26232 48th Ave NE Arlington, WA 98223
Phone Number:	(360) 474-5090
Email Address:	ps3@pudge.net